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**HEALTH**



# Expertise Management: Connecting People to People

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# Expertise Management is Knowledge Management

- Topics addressed in this presentation:
  - What is Knowledge Management
  - Need for KM system
  - Locator Tools
  - Examples of existing tools
  - Benefit to CDC



# What is Knowledge Management?

- Definition and types
  - Explicit
  - Tacit
- Examples of familiar systems that support KM, e.g. email, directories
- Gap in systems that support KM



# Need for KM system

- Maximizing an organization's existing knowledge
- How to do this?
  - Old ways: documentation and resumes (Explicit), word of mouth (Tacit)
  - New ways: communities of practice, knowledge communities, expertise locators
  - Can an application proactively address these issues?



# Locator Tools

- What they do:
  - Maintain databases of individuals by category
  - Allow search function to find right individual
- How they work:
  - Semi-structured around metadata
    - What it is
    - How it is used







# Examples of existing tools

- NASA: Jet Propulsion Laboratory KM project
- Leveraging CDC KM Portal and PH Directory





# Benefit to CDC

- **Benefits to CDC include:**
  - Quickly identify skills available for filling time-sensitive requests
  - Identify individuals with unique and/or cross disciplinary skills
  - Enhance proactive succession planning through gap analysis done at individual and/or organizational levels
  - Provide easy dissemination of new knowledge relative to competencies and skills needed
  - Conduct gap analyses to identify training and professional development needs as they relate to the changing CDC environment